MOTOROLA

MA350 Series
Cordless Phone

Start Here>

Welcome

Congratulations! Experience the freedom of your Motorola cordless phone.

Format phone number

Adjust volume

Cancel

Turn ringer on (up) or off (down)

Mute or unmute microphone, delete phone numbers

Chan: Use if you hear interference or static

Redial last called number (up to 32 digits)

Talk: Turn phone on or off, make or answer a call, hang up

Scroll up

Earphone jack

Scroll down

Mem: Store phone number in memory

Flash: Enter settings, use for custom calling services

Put call on hold

For a copy of a large-print version of this guide, or for product-related questions, please contact:

1-800-353-2729 U.S.A.
1-800-461-4575 Canada
1-888-390-6456 TTY (Text Telephone)

On the web, please refer to: www.motorola.com/cordless

Congratulations on your purchase of a Motorola product!

Product registration is an important step toward enjoying your new Motorola product. Registering helps us facilitate warranty service, and permits us to contact you should your Motorola product require an update or other service. Registration is not required for warranty coverage. To register your product on-line, visit www.motorola.com/warranty/cordless.

Please retain your original dated sales receipt for your records. For warranty service of your Motorola Personal Communications Product, you will need to provide a copy of your dated sales receipt to confirm warranty status

MOTOROLA, the Stylized M Logo, and all other trademarks indicated as such herein are trademarks of Motorola, Inc. ® Reg. U.S. Pat. & Tm. Off. All other product or service names are the property of their respective owners.

© 2002 Motorola, Inc. All rights reserved.

Personal Communications Sector

1500 Gateway Blvd., Boynton Beach, FL 33426-8292

6881040B50-B

Contents

FCC and Interference Information 6
Important Safety Information 13
Getting Started 18
Installing the Belt Clip....18
Battery Safety Instructions.....19
Charging the Battery 20
Installing the Phone on a Desk.....23
Installing the Phone on a Wall.....24
Setting Up the Phone....28
Using Your Phone. 31
Making a Call.....31
Answering a Call.....31
Adjusting the Volume....31
Ending a Call 32
Redialing a Number.....32
If You Hear Interference on the Line.....32

Contents

How to Find a Lost Handset.....33
Saving a Number in Memory.....33
Dialing a Number from Memory.....36
Deleting Numbers from Memory.....37
Using Caller ID.....37
Dialing a Number from the Caller ID List.....38
Deleting Numbers from the Caller ID List..... 38
Storing a Caller ID Number in Memory..... 39
Storing and Calling Emergency Numbers.. 40
Troubleshooting. 41
Motorola Limited Warranty . 45

FCC and Interference Information

This equipment complies with Parts 15 and 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA).

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Notification of the Local Telephone Company

On the bottom of this equipment is a label that contains, among other information, a product identifier in the form US:AAAEQ##TXXXX. You must, upon request, provide this information to your telephone company.

The digits represented by ## in the product identifier indicate the Ringer Equivalency Number (REN) for this equipment. The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, contact your local telephone company.

Notes:

- This equipment may not be used on coin service provided by the telephone company.
- Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this cordless phone does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- The FCC requires that you connect your cordless telephone to the nationwide telephone network through a modular telephone jack (USOC RJ11C/RJ11W or RJ14C/RJ14W).

Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practical and

the circumstances warrant such action, the telephone company may temporarily disconnect service immediately. In case of such temporary discontinuance, the telephone company must:

(1) Promptly notify you of such temporary discontinuance;
(2) Afford you the opportunity to correct the situation;
(3) Inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference; and
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio

communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference with one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for the radio or television that is “receiving” the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and the receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, “How to Identify and Resolve Radio/TV Interference Problems.” This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

The FCC requires this product to be serviced only by Motorola or its authorized service agents. Changes or modifications not expressly approved by Motorola could void not only the user's authority to operate the equipment, but also the limited warranty.

Hearing Aid Compatibility

This telephone system meets the FCC standards for hearing aid compatibility.

Important Safety Information

Follow these safety precautions when using your cordless phone to reduce the risk of fire, electric shock and injury to persons or property:

To reduce risk of fire and shock:

1. Keep all slits and openings of the phone unblocked. Do not set the phone on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.
2. Do not use while wet or while standing in water.
3. Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).
4. Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.

5. Never insert objects of any kind into the product slits as that may result in fire or shock.
6. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
7. Do not disassemble this product. If service or repair work is required, contact the Motorola address found in the back of this user's guide.
8. Do not overload wall outlets and extension cords.
9. Avoid using during an electrical storm. Use a surge protector to protect the equipment.
10. Do not use this cordless phone to report a gas leak, especially if you are in the vicinity of the gas line.

Unplug this cordless phone immediately from an outlet if:

- The power cord or plug is damaged or frayed.
- Liquid has been spilled into the product.
- The product has been exposed to rain or water. Do not retrieve the handset or base until after you have unplugged the power and phone from the wall. Then retrieve the unit by unplugged cords.
- The product has been dropped or the cabinet has been damaged.
- The product exhibits a distinct change in performance.

Installation Guidelines

1. Read and understand all instructions and save them for future reference.
2. Follow all warnings and instructions marked on the product.
3. Do not install this product near a bath tub, sink or shower.
4. Operate this phone using only the power source that is indicated on the marking label. If you are unsure of the power supply to your home, consult with your dealer or local power company.
5. Do not place this product on an unstable cart, stand or table. This product may fall, causing serious damage to the product.

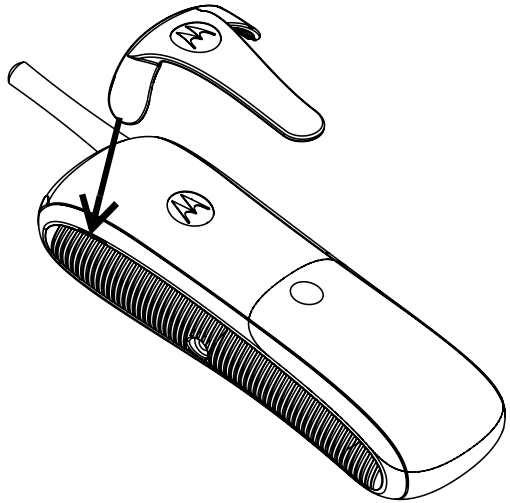
6. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.
7. Clean this product with a soft, damp cloth. Do not use chemicals or cleaning agents to clean this phone.
8. Use only the power supply that came with this unit. Using other power supplies may damage the unit.
9. Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.
10. To avoid interference to nearby appliances, do not place the base of the cordless phone on or near a TV, microwave oven, or VCR.

Getting Started

Before you can make or answer calls, you need to install and set up your cordless phone. The next few pages walk you through the installation and setup process.

Installing the Belt Clip

Insert the tabs of the belt clip into the slots on the handset.



Battery Safety Instructions

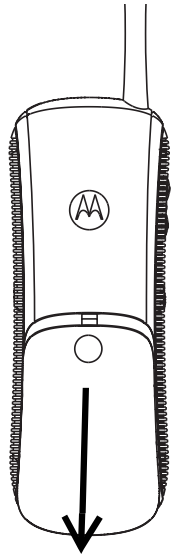
- Do not burn, disassemble, mutilate, or puncture the battery. The battery contains toxic materials that could be released, resulting in injury.
- **Caution:** There is a risk of explosion if you replace the battery with an incorrect battery type. Use only the battery that came with your phone or an authorized replacement recommended by the manufacturer.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.
- Do not dispose of batteries in fire, which could result in explosion.

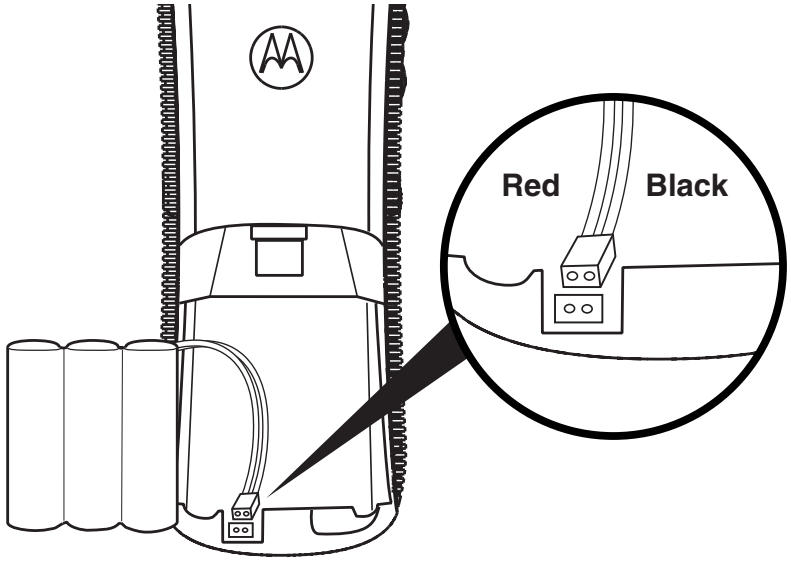
• The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery's label for battery type. Contact your local recycling center for proper disposal methods.

Charging the Battery

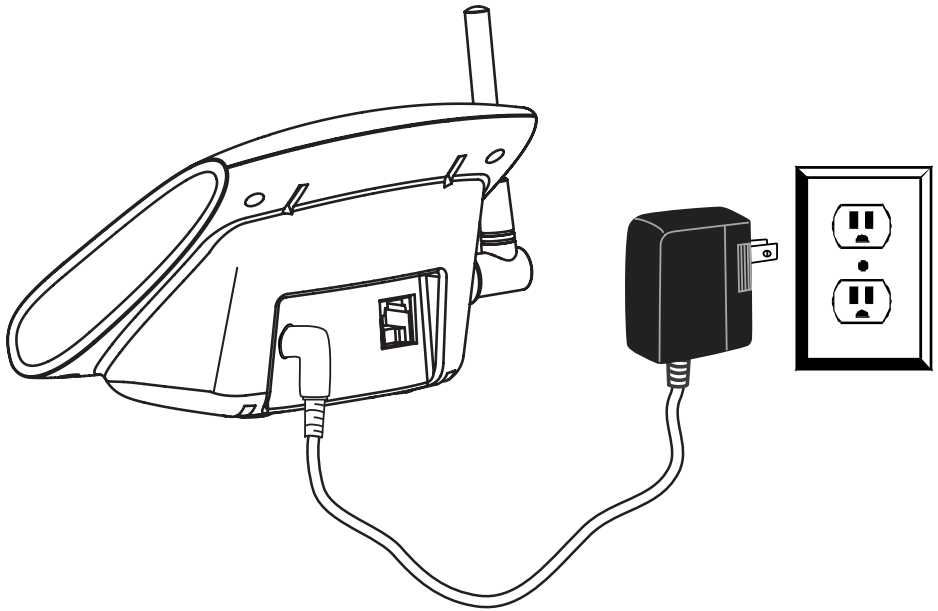
1. Remove the battery door.
2. Plug the battery connector into the receptacle in the battery compartment.
3. Insert the battery into the battery compartment and replace the battery door.

Slide battery door down to remove

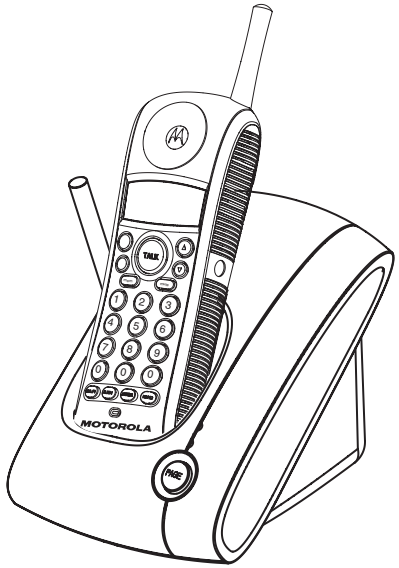




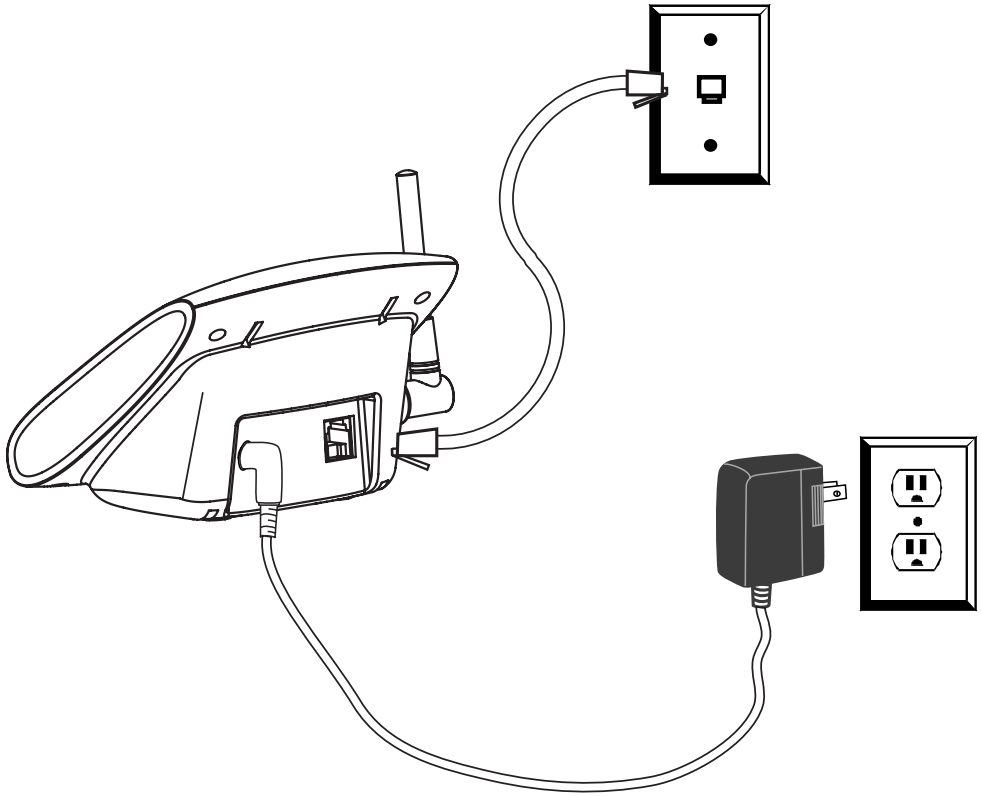
4. Plug the power cord into the back of the phone and into an outlet.



5. Rest the handset in the base so the **charge/page** LED lights.
6. *Charge the battery for at least 12 hours.* Do not plug the phone into the phone jack until the battery is fully charged.

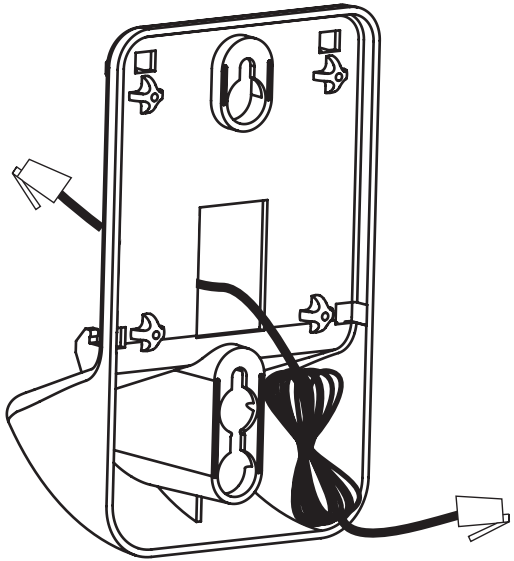


Installing the Phone on a Desk

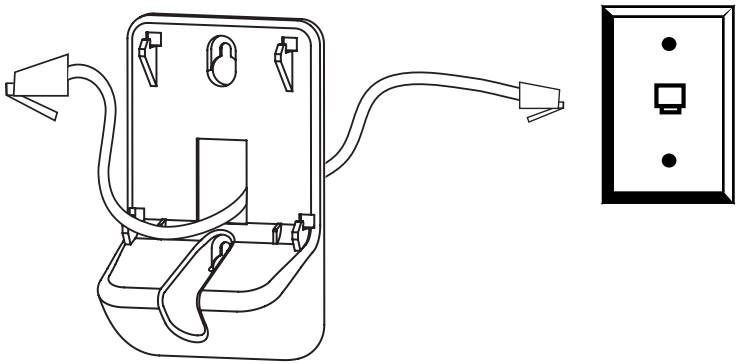


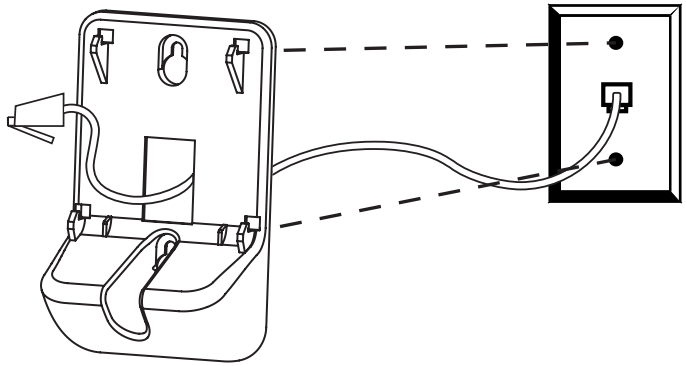
Installing the Phone on a Wall

1. Remove the twist-tie from the phone cord. Do not unfold the cord.
2. Untuck both ends of the cord.
3. Hold the folded cord at the center and insert it into the back of the bracket.

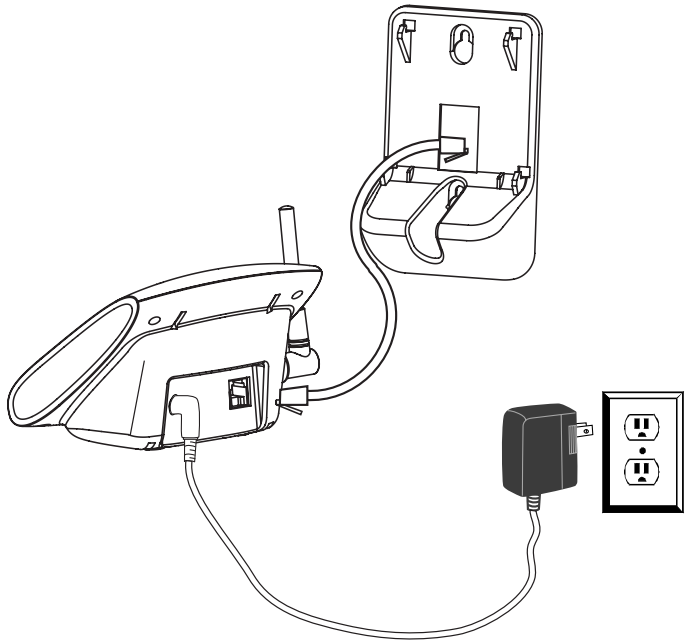


4. Plug the phone cord into the phone jack on the wall.
5. Hang the bracket on the phone wall plate.

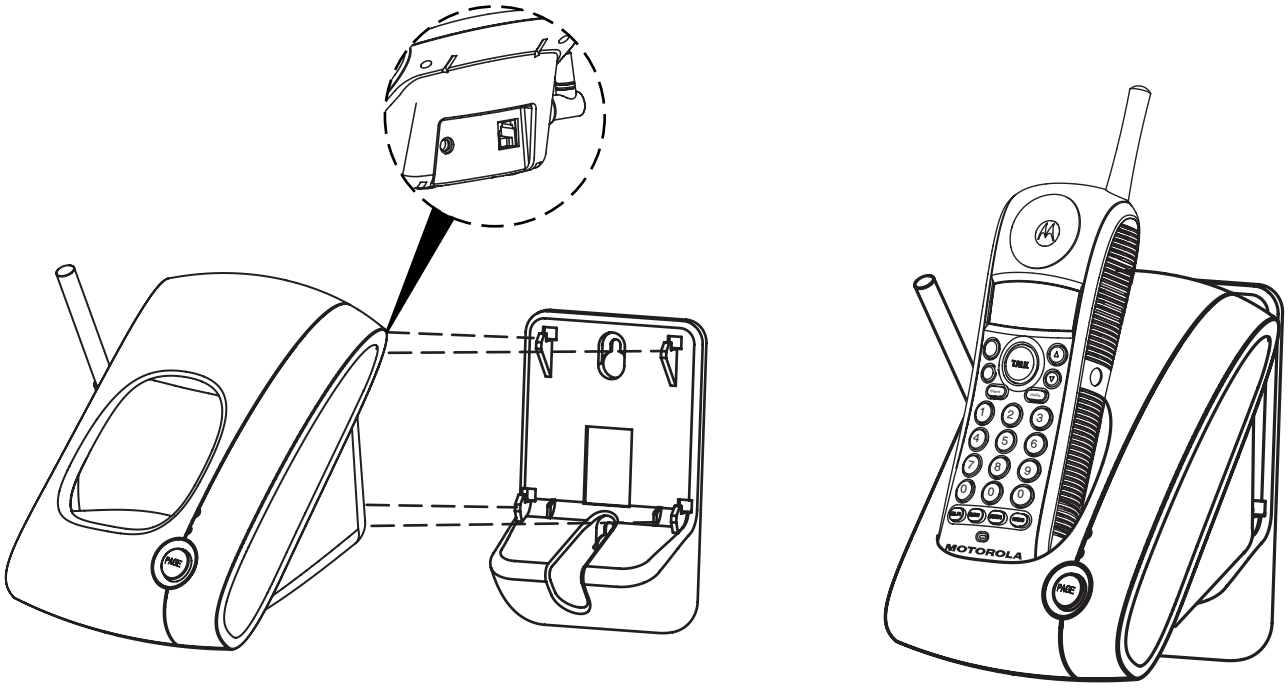




6. Plug the other end of the phone cord into the jack on the back of the base.
7. Plug the power cord into a power outlet if it is not already plugged in.



8. Insert the four tabs on the wall mount into the four slots on the back of the base, then push down.



Setting Up the Phone

1. Press **flash**.
2. Set the language by pressing the number key indicated on the display.
3. Press **flash**.

   If you live in an area with 7-digit dialing and you subscribe to caller ID service with your phone company:

   enter your 3-digit area code and press **flash**.

   If you live in an area with 10-digit dialing (3-digit area code + 7-digit phone number), or if you do not subscribe to caller ID service with your phone company:

   press **flash** to go to the next prompt (do not enter your area code).

4. Set the ring sound. Each sound plays as you select it.
   - 1 Ring tone 1 (soft ring)
   - 2 abc Ring tone 2 (loud ring)
   - 3 def Musical
5. Press **flash**.
6. Set touch tone or pulse operation. It is recommended that you always choose touch tone dialing unless it is not available in your area.
   - 1 touch tone
   - 2 abc pulse

   Press **flash**.

   Note: If you select pulse, you can still use touch tone menu systems. To activate touch tone temporarily for one call, press * before you dial.

7. At the **Set to Default** prompt, press:
   - 2 abc (no) to save the settings you just entered. Your settings will be retained after you turn the phone off.
   - 1 (yes) to restore the factory default settings.

Now that you have set up your phone, read the next section of this guide for information on how to make calls and store phone numbers into memory.

CAUTION

The long-term characteristics or the possible physiological effects of Radio Frequency (RF) electromagnetic fields have not been evaluated by UL.

If you are concerned with the risk of RF exposure, you may want to limit the duration of calls and position the antenna as far away from your body as is practical.

Using Your Phone

See page 1 for a basic phone diagram.

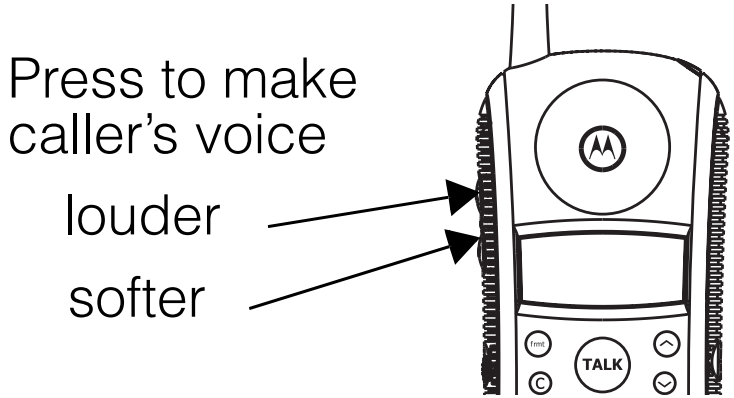
Making a Call

Press **Talk**. When you hear the dial tone, dial the number.

Answering a Call

Press **Talk**.

Adjusting the Volume



Ending a Call

Press **Talk** or place the phone in the base.

Redialing a Number

Your phone remembers the last number you dialed, even if the call did not connect (for example, if the number was busy). To redial the last called number:

1. Press **Talk**.
2. Press **Redial**.

If You Hear Interference on the Line

If you hear other calls, static, or noise on the line, or if the signal is weak, press **chan** until you get on a clear channel without interference.

How to Find a Lost Handset

1. Press the **page** button on the top of the base.
2. Follow the sound to locate the handset.
3. Press **page** again to stop the beeping.

Saving a Number in Memory

Memory dialing makes it easy to dial phone numbers you call frequently. You can store 10 phone numbers in memory. Each phone number can have up to 20 digits.

1. Turn the phone off by pressing **Talk** until you do not hear a dial tone.
2. Press **mem**.
3. Press any number key (0 oper through 9 wxyz) to store the phone number in that memory location.
4. Press **mem**.

5. Enter the name you want to store. The following table shows how many times to press each letter on the keypad to enter letters and special characters.

Button	Number of Presses			
	1	2	3	4
1	space	-	*	!
2	A	B	C	(
3	D	E	F	)
4	G	H	I	$
5	J	K	L	‘
6	M	N	O	;
7	P	Q	R	S
8	T	U	V	?
9	W	X	Y	Z

6. Press **mem**.
7. Enter the phone number you want to store.

   To insert a pause in the number (for example, if you have to dial 9 for a dial tone), press **#** twice (a P appears in the number).

   To store the last number you dialed, press **redial** instead of entering a phone number.
8. Press **mem**.

Dialing a Number from Memory

1. Press TALK.
2. Press **mem**.
3. Press the number key (0 oper through 9 wxyz) to select the memory location of the phone number you want to call.

You can use memory numbers to simplify calling card calls and other calls that require multiple strings of numbers. For example, if you stored your calling card number in memory location 1, your calling card password in location 2, and the phone number you want to call in location 3, you would press the following keys to call the number in location 3:

TALK **mem** 1 **mem** 2 abc **mem** 3 def

Deleting Numbers from Memory

1. Press **mem**.
2. Using ⌃ and ⌄, scroll to the number you want to delete.
3. Press **mute**.
4. When **Delete Entry?** is displayed, press **mute** to delete the number, or **c** to cancel the delete and keep the number.

Using Caller ID

When you receive a call, the phone displays one of these messages:

- NEW: You received a new call that has not been reviewed.
- REPT: You received a call that you have received on caller ID before.
- No Data: No caller ID information was sent from your phone service provider.

Your phone can hold up to 40 caller ID entries. To scroll through the list of calls, press ⌃ or ⌄.

Dialing a Number from the Caller ID List

1. Turn the phone off by pressing **Talk** until you do not hear a dial tone.
2. Using ⌃ and ⌄, scroll to the number you want to call.
3. To change from 7-digit dialing to 10-digit dialing or long distance format, press **frmt** until the desired format is displayed (7, 10, or 11).
4. Press TALK.

Deleting Numbers from the Caller ID List

1. Using ⌃ and ⌄, scroll to the number you want to delete.
2. Press **mute**.

3. When **Delete Call ID?** is displayed, press **mute** to delete the number, or **c** to cancel the delete and keep the number.

To delete all numbers in the caller ID list:

1. Press ^ or v to display a number in the caller ID list.
2. Press and hold **mute** until **Delete All?** is displayed.
3. Press **mute** to delete all caller ID numbers, or **c** to cancel the delete and keep the numbers.

Storing a Caller ID Number in Memory

1. Using ^ and v, scroll to the number you want to store.
2. Press **mem**.
3. Press any number key (0 oper through 9 wxyz) to store the phone number in that memory location.
4. Press **mem**.

To call a number stored in memory, see page 36.

Storing and Calling Emergency Numbers

If you store an emergency number (such as 911) or make a test call to an emergency number stored in memory, remain on the line and briefly explain to the dispatcher the reason for the call. This should be performed in off-peak hours, such as early morning or late evening.

Troubleshooting
What to do if...

The phone doesn't work at all (no lights, no dial tone)	• Check the power and phone connections. Is the power cable plugged in at both ends? Phone cable? • Check the battery. Is it charged? Does it fit properly?
No dial tone	• Check the items listed above. • Move closer to the base. • Verify dial tone using another phone. If you have no dial tone on that phone, call your phone company. • Disconnect the phone and reconnect it at a different phone and power outlet.

You can't receive calls	• Check the battery. Is it charged? Does it fit properly? • Verify that the handset ringer is turned on. • Move closer to the base. • Unplug other phones. You may have too many phones on your telephone line to allow all of them to ring.

The signal is weak or has noise or static	• Press **chan** to select a different channel. • Check the battery and power. • Move closer to the base. • Move the base to a different power outlet (especially if the phone is sharing an outlet with an appliance).
You hear other calls on your line	• Press **chan** to select a different channel. • Hang up. Place the handset into the base. Wait 30 seconds then try again. • Disconnect the base from power and phone.

The battery won't charge	• Check the base. Is it properly connected? Are its contacts clean and dry? • Check the battery contacts. Make sure the battery is connected properly. • Is it an old battery? Replace the battery.
The battery loses charge faster than normal	• Is it a new battery? A new battery needs to be charged at least 12 hours before use to maintain normal talk time. • Is it an old battery? Replace the battery.

Motorola Limited Warranty
for Consumer Products, Accessories, and Software Purchased in the United States or Canada

What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola, Inc. warrants its telephones and consumer two-way radios that operate via Family Radio Service or General Mobile Radio Service (“Products”), Motorola-branded or certified accessories sold for use with these Products (“Accessories”) and Motorola software contained on CD-Roms or other tangible media and sold for use with these Products (“Software”) to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer’s exclusive remedy, and applies as follows to new Motorola Products, Accessories and Software purchased by consumers in the

United States or Canada, which are accompanied by this written warranty:

Products and Accessories as defined above, unless otherwise provided for below. Length of coverage: one (1) year from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.

- **Decorative Accessories and Cases.** Decorative covers, bezels, PhoneWrap™ covers and cases. Length of coverage: limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product.
- **Monaural Headsets.** Ear buds and boom headsets that transmit mono sound through a wired connection. Length of coverage: limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product.
- **Consumer Two-Way Radio Accessories.** Length of coverage: Ninety (90) days from the date of purchase by the first consumer

purchaser of the product.

- **Products and Accessories that are Repaired or Replaced**. Length of coverage: The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.

Software. Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk). Length of coverage: ninety (90) days from the date of purchase.

Exclusions

Normal Wear and Tear. Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

Abuse & Misuse. Defects or damage that result from: (a)

improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

Use of Non-Motorola Products and Accessories. Defects or damage that result from the use of Non-Motorola branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

Unauthorized Service or Modification. Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by

someone other than Motorola, or its authorized service centers, are excluded from coverage.

Altered Products. Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola housings, or parts, are excluded from coverage.

Communication Services. Defects, damages, or the failure of Products, Accessories or Software due to any communication service or signal you may subscribe to or use with the Products, Accessories or Software is excluded from coverage.

Software Embodied in Physical Media. No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software

products will be uninterrupted or error free, or that all defects in the software products will be corrected.

Software NOT Embodied in Physical Media. Software that is not embodied in physical media (e.g. software that is downloaded from the internet), is provided **"as is" and without warranty.**

Who is Covered?

This warranty extends to the first end-user purchaser, only.

What will Motorola Do?

Motorola, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts. No data, software or applications added to your Product, Accessory or Software, including but not limited to personal contacts, games and ringer

tones, will be reinstalled. To avoid losing such data, software and applications please create a back up prior to requesting service.

How to Obtain Warranty Service or Other Information

USA	**Phones** 1-800-331-6456 **Two-Way Radios** 1-800-353-2729 **Pagers** 1-800-548-9954
Canada	**All Products** 1-800-461-4575
TTY	**TTY** 1-888-390-6456
For **Accessories** and **Software**, please call the telephone number designated above for the product with which they are used.	

You will receive instructions on how to ship the Products, Accessories or Software, at your expense, to a Motorola Authorized Repair Center.

To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) the name and location of the installation facility (if applicable) and, most importantly; (e) your address and telephone number.

What Other Limitations Are There?

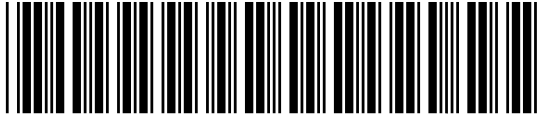
ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN

NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS, ACCESSORIES OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW. **Some states and jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This**

warranty gives you specific legal rights, and you may also have other rights that vary from state to state or from one jurisdiction to another.

Laws in the United States and other countries preserve for Motorola certain exclusive rights for copyrighted Motorola software such as the exclusive rights to reproduce and distribute copies of the Motorola software. Motorola software may only be copied into, used in, and redistributed with, the Products associated with such Motorola software. No other use, including without limitation disassembly of such Motorola software or exercise of the exclusive rights reserved for Motorola, is permitted.

motorola.com



6881040B50-B